

Wisconsin Shares MyWICChildCare Parent Bulletin

Improving the way your family pays for child care

Vol. 1 Issue 1

July 2017



5077 0800 1234 5678
MARY SMITH

Plan for Back-to-School Child Care Needs Now



Now is the time to think about your back-to-school child care needs, **before** summer ends. Check with your preferred child care provider to ensure that space is available for your children this fall. Once you know your child care needs, contact your child care case worker to make sure your child care subsidy is ready to start in August or September. Parents who do this early will enjoy quicker service in person or over the phone. Use the Parent Portal to check your current authorization before contacting your local agency.

The screenshot shows the login interface for the MyWICChildCare Parent Portal. At the top, there is a header with the MyWICChildCare logo and a 'CSAW Login' link. Below the header, the word 'Login' is displayed in red. The instructions state: 'Log in with the same user ID and password that you use for ACCESS.' There are two input fields: 'User ID' and 'Password'. Below the password field, there are three checkboxes: 'Show Password', 'Remember Me', and 'Enable Screen Reader Features'. A link for '...Hide Options' is also present. A yellow 'Login' button is at the bottom of the form. A 'Help' section at the bottom provides instructions for users who do not have a user ID or need to reset their password, including a contact number for ACCESS Member Services.

Mobile view of the
MyWICChildCare Parent Portal

Use the New MyWICChildCare Parent Portal



The new Parent Portal is open 24 hours a day, 7 days a week, and is mobile-friendly. You can log in to the Parent Portal using your Access ID and password. Use the Parent Portal to:

- View your child care authorizations
- Check the balance on your MyWICChildCare EBT card
- Connect to Fidelity Information Services (FIS) and make a payment in seconds
- Read your notices (authorization, subsidy fund amounts and transactions)

Coming in October 2017, the portal will offer new functions to save you time. You will be able to:

- Send requests for new authorizations to your child care case worker
- Send requests to change your provider or hours
- End an authorization

Access the Parent Portal at:

<https://mywchildcareparents.wisconsin.gov>

Changing Child Care Providers?



MyWICChildCare EBT cards pay one specific provider at a time. If you need to change providers, you must contact your local child care agency:

- **Ahead of time**, so they can help you plan for any changes to your child care subsidy.
- **Before the last business day of the current month** before you switch child care providers.
- **Immediately**, if your child stops attending your current provider or a last-minute change in providers occurs.

